

Amendments to the Specification

Please replace the paragraph beginning at page 25, line 2, with the following rewritten paragraph:

[63] A small group of service providers, including specialists in various workplace issues, provides workplace services and products, such as human resource, legal, tax, accounting, environmental, financial, regulatory, governmental, technological, medical, consulting and marketing services to a large group of employer clients an organization by using a database of information concerning the ~~employers~~ organization and their its contacts. An initial contact is made by a workplace resources office to the organization to gather background information on the contacts and the organization. The database is then initially populated with this background information. ~~Each contact is assigned a unique ID code. When~~ Later, when a situation arises that requires an answer to a specific workplace resource services question, a contact places a telephone call to a predetermined "helpline" telephone number. A specialist answers the call and receives the unique ID code from the contact. Alternatively, the contact may send an e-mail message from a web site that requires the ID code to access it. In either case, ~~when the received ID code is entered into the database, information concerning the client is displayed to the specialist.~~ The specialist accesses the database over a network and uses the pre-entered This client-specific information allows the specialist to tailor advice to the specific question raised by the contact. ~~Both the questions raised by the contact and the response given by the specialist are placed into predefined categories by the specialist at the time that the response is made. The call[[,]] and the response and the categories as categorized by the specialist are then stored in the database for later reference.~~